U.S. Customs and Border Protection

Remarks by Deputy Commissioner Kevin J. McAleenan	**Press: Closed**
Name of Event: Retirement Ceremony – AC Charles Armstrong	**Run Time: 3-4 mins.**
Location: Rm. B1.5-10, RRB	**Audience: ~100**
Date: March 18, 2016 – 2:00 p.m.	**Format: Podium**
Master of Ceremonies (b) (6) (former CIO of Treasury)	**Q&A: No**

Retirement Ceremony

Assistant Commissioner Charlie Armstrong

* Thank you **(b) (6)**

* On behalf of the Commissioner, thank you all for joining me here this afternoon to honor CBP's Assistant Commissioner and Chief Information Officer – Charlie Armstrong.

* I'd like to recognize the **many honored guests** we have here today – it's a real reflection of how respected and beloved Charlie is here and at the Department:

   ➢ **From the Department:**

      o DHS Chief Information Officer **(b) (6)** ; and

      o DHS Deputy CIO **(b) (6)**

   ➢ **From CBP**, we have **three former Acting Commissioners:**

      o David Aguilar;

      o Chuck Winwood; and

- o Tom Winkowksi.

- ➢ Also, **formerly CBP**, I'd like to welcome:

  - o Former Assistant Commissioner of the Office of Finance, Vincette Goerl;

  - o Former Assistant Commissioner of OIT, Woody Hall; and

  - o Former Deputy Assistant Commissioner for the Office of Field Operations, Bob Jacksta, who also served as Acting Assistant Commissioner of the Office of Public Affairs.

- ➢ I would also like to welcome the **Chief Information Officers from several other DHS components**:

  - o ▮(b) (6)▮ from ICE;
  - o ▮(b) (6)▮ from FEMA;
  - o ▮(b) (6)▮ from USCIS;
  - o ▮(b) (6)▮ from the U.S. Coast Guard; and
  - o ▮(b) (6)▮ from TSA.

- ∗ Welcome, everyone.

- ∗ These kinds of events always generate a **mix of emotions**.

U.S. Customs and
Border Protection

* It's certainly wonderful to salute the many accomplishments of such a dedicated and talented leader.

* … And yet we're also mindful that we are losing those talents and that skill that has really made our organization as strong and as nimble as it is today.

Career Overview

* After beginning his career with the Department of the Navy in 1983, Charlie then came to the U.S. Customs Service in 1988.

* He subsequently served CBP in various capacities, including:

    ➤ Executive Director, Customs Modernization, and
    ➤ CIO, DHS Border and Transportation Security.

* From 2005 through 2008, Charlie served as the DHS Deputy CIO, where he championed the Department's IT initiatives for improving secure information-sharing capabilities.

* Charlie assumed the post of AC and CIO of CBP Office of Information Technology in 2008.

* For the past eight years—years that have been critically important in the growth and development of CBP—Charlie has been responsible for managing and integrating all of CBP's information technology (IT) solutions— and for making sure they are in alignment with overarching Department IT strategies.

* He's overseen the application development, maintance of an efficient IT infrastructure that enables a wide range of services and support that are essential to CBP mission success, including:

   ➢ enforcement technology services;
   ➢ tactical communications;
   ➢ laboratory services; and
   ➢ modernization initiatives for improving CBP core business processes.

* **Information technology is the engine that powers our organization.**

* Certainly, our people are behind the wheel, but we can't get anywhere without that engine— a strong information and communications infrastructure.

* Charlie has overseen and executed budget of **nearly $1.3 billion** and a workforce of about **6,000 Federal employees and contractors** throughout the world

* Mr. Armstrong was named Assistant Commissioner of IT in October 2004.

* The following year, he was detailed to DHS as the Deputy Chief Information Officer – while still serving as OIT's Assistant Commissioner – and he returned to us in June 2008.

* **Thanks to Charlie's leadership,** CBP has developed the tools we need to succeed.

* Let's just take a look at the highlights of what Charlie has accomplished here at CBP.

Top accomplishments

➢ Optimized technology service delivery through enhanced border security during Fiscal Years 2011-2013. Network systems availability for all DHS components was an average of **99.9%.**

U.S. Customs and Border Protection

➢ Has served as a steward of forensic technology for OIT's Laboratory and Scientific Services, which provide critical forensic support on CBP enforcement actions. **Example:** Collaboration with National Center for Missing and Exploited Children in exploring the potential value of pollen analysis for "John and Jane Doe" deceased children cases where all other investigative leads and forensic science capabilities had been exhausted.

➢ Modernized IT infrastructure to improve performance and lower operational costs. **Example:** OIT is moving toward cloud computing, which has allowed for the consolidation of many servers resulting in decreased operational costs, improved performance and increased availability.

➢ Delivered new and improved technologies to meet mission-critical requirements. **Examples:** the Electronic System for Travel Authorization (ESTA) and the Automated Targeting System (ATS).

➢ Restructured programs to ensure large IT capital investments are delivering value and are performing as required. **Examples:** TECS Modernization and the Automated Commercial Environment (ACE).

➢ Steward of cyber security for security management services for DHS and all DHS components through **OneNet**

Security Operation Center (SOC) The SOC ensures continuity of service by the establishment of a fully operational backup SOC and also provides cyber intelligence analysis to the security incident response team. The SOC is also responsible for incident reporting and response, including privacy incidents, which enables components and executives to take swift action in securing DHS information.

- Served as **co-chair of the Bi-National Working Group with Mexico** which supports and promotes interoperability with State, Local, Tribal, Territorial and other Federal Land Mobile Radio user communities through initiatives like the Cross Border Security Connections Network (CBSCN).

- Implemented Email-as-a-Service across the entire CBP organization to effectively monitor email usage. During the beginning of Fiscal Year 2014, CBP email and calendars were moved to the cloud for better governance.

- Delivered upgraded and expanded radio coverage in Houston, Texas and Maine Border Patrol sectors via the TACCOM initiative. As part of TACCOM, the Digital-In-Place (DIP) program delivered upgraded and replacement of tactical voice communication infrastructure with digital technologies to the Border Patrol Sectors in Texas in 2014.

U.S. Customs and Border Protection

Education and Honors

* Charlie graduated from Old Dominion University with a Bachelor of Science in Information Systems and obtained a Master's Certificate in Management from National Louis University.

* He is a Harvard Senior Executive Fellow and a graduate of the General Services Administration Strategic and Tactical Advocates for Results (STAR) Program.

* Mr. Armstrong is a Certified Information System Security Professional (CISSP).

* In July 2013, AC Armstrong received the esteemed Most Valuable Player award from the Government Technology and Services Coalition for accomplishments in modernizing and improving program performance and service delivery capabilities.

* In 2001 and then again in 2011, the *Federal Computer Week* Federal 100 listed him as one of the top executives from government, industry, and academia who had the greatest impact on the government information systems community.

U.S. Customs and Border Protection

Conclusion

* In closing, and on behalf of the Commissioner and everyone here at CBP, I want to extend my sincere gratitude once more to AC Armstrong for his commitment, his leadership, and his wise counsel.

* Thank you for your decades of dedicated service, and congratulations on opening the next chapter of your life.

* Charlie, we will miss you!

[lead applause]

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U.S. Customs and Border Protection